



Houston Department of Health and Human Services

Tall weeds, trash, tires, rodent nuisances

Call 3-1-1

Within 7 days of the complaint to the City of Houston's 3-1-1 service line, a Community Service Inspector makes a site visit to determine if a violation exists. If there is a violation, the inspector takes photos and leaves a warning notice on the property giving the owner 10 days to correct the violation. A warning notice is also mailed to the property owner. On the 11th day, the inspector revisits the property to check for compliance. If the owner complied, the file is closed.

If the owner did not comply, NPD begins the process to correct the violation through the use of private contractors. These types of violations are corrected (abated) throughout the city based on three geographic sectors of the city. Work orders are issued for only one sector at a time. The contractor has 30 days to complete work orders before receiving orders for the next sector. For example - if a violation in Sector 1 is scheduled for correction has already been abated, then the violation will not be abated until Sectors 2 and 3 are abated, and Sector 1 was being abated again. Under this scenario, violations can take 90 days or more to correct.

Priority is given to lots that:

- Are adjacent to a home occupied by a senior citizen or person with disabilities.
- Are properties within one block of a school or day care center.
- HPD reports as having criminal activity on the lot.

Delaying factors can include:

- Inclement weather
- Need to issue a search warrant on property that is fenced or posted as "no trespassing."
- The need to investigate barrels containing unknown substances.

After the violation is removed, a lien is placed on the property to recover the city's costs.

More information: http://www.ci.houston.tx.us/departme/planning/planning_dev_web/nbhd_prot/abt_npd.htm